

State of Wisconsin
Virtual Private Network (VPN)
Roles and Responsibilities



Document Revision History

Date	Version	Creator	Notes
09/15/11	1.3	Amy Dustin	Annual review – minor edits

This document describes the VPN service roles and responsibilities as they are assigned to the DOA Division of Enterprise Technology (DET) and state agencies that subscribe to the service. For the VPN service definition and descriptions of the many other services offered by DET, please see the IT Services Catalog (<http://itservices.wisconsin.gov/>). The VPN service falls under the Network services category.

Codes:

- R** Responsible for the activity
- C** Consulted about the activity

Virtual Private Network (VPN) Service

Table 1. VPN Remote Appliance to DET

	Responsibility Category	Responsibility	DET	Agency	See Note
1	Equipment: Site surveys	DET technicians meet with required agency staff and vendors at agency locations in order to specify connectivity needs for the new location	R	C	
2	Equipment: Designate contacts	For each site, designate contacts from the agency and network owner who will be available to work with DET to support the VPN service		R	
3	Equipment: Procurement	Facilitate procurement of new VPN equipment	R	C	
4	Equipment: Install	Specify, order, configure, and install VPN equipment at the agency locations	R	C	
5	Equipment: Environmental Services	Provide electrical power and cooling based on requirements.	C	R	1
6	Equipment: Provide DET staff physical access	Agency attains security clearance for DET technicians and procedures for physical access to the supported VPN equipment in each facility and/or data closets.	C	R	
7	Equipment: Structured Cabling	Cabling from patch panels to network devices which are located outside the data closets	C	R	1
8	Equipment: Labeling	Work with agency staff as needed to maintain proper labeling of equipment to help facilitate DET/agency staff can properly identify equipment	R		
9	Equipment: Cable management	Cabling from patch panel to VPN appliance	R		
10	Equipment: Network Connectivity	Cabling from agency equipment to DET Network	R	C	
11	Equipment: Identify Critical Equipment	Agency staff determine which sites are critical and supported 24x7	C	R	1
12	Maintenance: Preventative Maintenance	Keep VPN equipment updated with patches and service and do preventative maintenance on the equipment	R	C	3
13	Maintenance: Periodic	Work with VPN equipment vendors to ensure that the	R		

	Responsibility Category	Responsibility	DET	Agency	See Note
	Upgrades	equipment is at the proper level of software/hardware (IOS) upgrades			
14	Maintenance: Change Management	Use of standardized methods and procedures for efficient and prompt handling of all changes to DET-managed IT infrastructure.	R		2
15	Maintenance: Move, Add, Change Orders	Agency staff submit a Service Request to add, move, or change VPN equipment or service.	C	R	1
16	Maintenance: Change Orders	Submit change requests for configuration changes and equipment updates	R	C	
17	Maintenance: Break/Fix	Work with vendors and agency staff to do break/fix of VPN equipment or software	R	C	3
18	Maintenance: Periodic Inventory	Maintain an up-to-date inventory of agency-supported equipment and will do periodic inventories to verify the equipment listed is accurate	R	C	3
19	Maintenance: AD VPN Security Group	Keep the AD VPN security group user IDs current	C	R	
20	Troubleshooting: Verify Power	Agency staff designated points of contact must work with DET technicians to verify that LAN/WAN/VPN equipment has power		R	4
21	Troubleshooting: Read and Report LEDs on Equipment	Inform DET technicians of LED colors and status as needed		R	4
22	Troubleshooting: Reset Equipment	Work with agency staff to schedule any reset of equipment as it pertains to troubleshooting and problem resolution per the procedures	R	C	4
23	Troubleshooting: Power Cycle Equipment	Agency staff, under direction of DET technicians, assist with power cycling LAN/WAN/VPN equipment as needed		R	4
24	Troubleshooting: Verify Cable Connectivity	Agency staff work with DET technicians to verify that network cables are connected		R	4
25	Troubleshooting: Replace and Connect a Data Cable	Agency staff, under direction of DET technicians, assist with cable replacement at remote locations		R	4
26	Troubleshooting: Onsite Testing	Work with agency staff to get access to remote data closets for testing purposes as needed	R	C	3, 4
27	Outage: Notification	Agency staff must promptly notify DET of all outages following the set procedures. Outages may be planned, unplanned or due to a technology refresh.	C	R	
28	Monitoring: Configuration Tracking	Use industry tools to maintain and track configuration changes to VPN equipment and software	R		
29	Monitoring: Equipment	Use various tools to monitor the VPN hardware equipment	R	C	

	Responsibility Category	Responsibility	DET	Agency	See Note
30	Monitoring: Capacity management	Monitor VPN equipment and circuits in order to provide capacity planning for network changes and growth	R	C	

Notes:

1. Agency may request assistance by submitting a service request to the DET via the Operations Web site:
<http://operations.state.wi.us/asx/ServiceRequest/>
2. Standard DOA/DET Change Management processes will be used for the DET Roles and Responsibilities.
3. Customers may have limited staff resources to support this task.
4. Contact the Enterprise Service Desk to report an incident:
<http://operations.state.wi.us/asx/CustomerManual/docs/IT-307-2.pdf>

Table 2. VPN Client to DET

	Responsibility Category	Responsibility	DET	Agency	See Note
1	Client Software	Cisco SSL VPN client software for Windows XP/Vista/7 (32-bit and 64-bit), Linux, and Mac OS and Cisco AnyConnect client software for Windows XP/Vista/7 (32-bit and 64-bit), Linux	R	C	
2	Client Software	Client configuration file (.pcf)	R	C	
3	Client Software	Install client software on device		R	
4	Troubleshooting	Agency desktop support staff is responsible for troubleshooting all VPN client software issues or conflicts		R	